



CHIP Customer Satisfaction Survey Comments

Have you visited the CHIP website (www.chip.mt.gov)?

Did not know there was a website.
I could not get the list of CHIP dentists. The website was not working.
We do not have web access.

Did you find the CHIP application easy to fill out?

Sort of a nuisance. All of the paperwork is a real headache.

Other suggestions/comments:

- We absolutely love having the CHIP program available to us!
- CHIP has been a Godsend to us. CHIP has really helped us through tough times.
- I helped a friend fill out application from website. Also use website at work.
- Thank you!
- I am concerned that with higher income, my child will not be eligible for CHIP.
- Thank you for such a great program!
- I just appreciate you for helping us low-income families. We do thank you. Merry Christmas.
- Thank you for your assistance. It is very helpful.
- When will a program be available for pregnant mothers?
- Very helpful and friendly. Thank you for this program.
- CHIP is a wonderful program for kids of all ages. It has certainly helped us out.
- Very easy to use.
- Thank God for this kind of coverage.
- We wouldn't make it without CHIP.
- CHIP is a wonderful program and greatly appreciated.
- It is better than nothing when you are sick. I'm not sure about Troy's dental work. He is supposed to get his wisdom teeth pulled out and I think CHIP won't cover it, because he has some other dental work and I can't afford it either.
- Thank you for giving me the security of health insurance I wouldn't have if I had to pay for a health insurance myself. Thank you!
- Doing great job!
- Thank you for helping us take care of our children's health!!
- Thank you for such a wonderful program!!
- CHIP is a great program. Takes a lot of the financial burden off. Thank you!
- Great program – Thanks!
- I would just like to say thank you. Without you I wouldn't be able to afford health insurance for my son.
- I have recommended it to many families. I am very grateful for the CHIP program.
- Thank you! Thank you! Thank you!
- It has come in quite helpful for helping pay for a portion of my son's dental expenses. It would be nice to be able to apply, say "eye care expense" if not needed to the dental plan.
- Thank you for making the CHIP process so easy. You people have been great. Happy New Year!
- I cannot tell you what a blessing it has been having insurance for my son. I am so thankful for this wonderful program. It is such a good feeling to know that not being able to afford health care for him won't keep him from seeing a doctor when he needs to. The quality of his health care has increased as a direct result of CHIP. Thank you.
- Thank you for making the application easy to fill out. I am in school to be a nurse so I don't have a ton of extra time.
- Would like to see chiropractic services covered. This is very good for preventative care and treatment of injury or physical issues.
- I sometimes get four separate letters with the same info for my kids. Postage could be saved!!
- Thank you for your service. My children would have no coverage without CHIP. Thank you!

- I appreciate that the reapplication form is so easy to fill out. Thanks!
- I'm so thankful for this program and we thank you very much.
- CHIP is such a fantastic program. I don't know what are family would have done without it. I am so thankful this program exists for our children.
- Thank you so much. I don't know how we'd have managed this year without you.
- This is a wonderful program! I don't know what we would have done without CHIP. Thanks for everything.
- I really appreciate having CHIP for my kids. It's so nice to have that help whenever my kids need to see a doctor.
- This CHIP program is great. It has helped our family a lot. Thanks!!
- Just keep doing what you are doing.
- I would like to thank you for allowing us to cover our children with insurance. It is so hard to make ends meet, let alone be able to afford insurance at this time. Not having it would just put us further in debt while trying to pay off my husband's and my medical bills.
- My daughter's dentist bill went over the amount covered by CHIP. Why can't the money that she did not use on doctor visits go to cover the dentist?
- We are so thankful for this coverage. It is truly a blessing. Thank you very much!
- I am so grateful for this program.
- Can parents have some kind of coverage with BlueCHIP, possibly something with a small deductible?
- My financial situation is temporary. I hope, however, I took my son in with an injured knee. The doctor at urgent care said he needed a brace. They couldn't give me one and CHIP doesn't cover it. So he went without one. I can't afford to buy it and be reimbursed by CHIP or I wouldn't be on it. I think the coverage should be reexamined. I'm sure I am not the only person and family like that.
- Thank you again!!!
- Thanks.
- I have told several people about the wonderful CHIP program. I would like to say that CHIP has been a lifesaver for my daughter and I. CHIP is truly a wonderful program for low income families.
- We are happy with the program. The only thing is the doctor visit and down payment for medicine to be lower.
- What a great program!
- Excellent program. I couldn't afford to have my children for checkups etc. without it. Thank you.
- Dental benefits need to be increased for special dental needs and also orthodontist benefits.
- Thanks!
- I really appreciate that there is a program that helps children. Thank you.
- I don't understand why I'm re-applying when I just applied two months ago,
- Thanks.
- Everybody is very nice and easy to talk to.
- Thank you.
- Without CHIP there would be absolutely no way my children would be able to receive care. I can't afford the medical bills. I wish there was something for my husband and I. We have no health insurance. I am very thankful for CHIP!
- Thank God for your program.
- I am grateful for this program!
- I really appreciate having insurance for my daughter. Thank you!
- I'm dissatisfied with the dental coverage. I can't get a dentist in my city to accept CHIP for my children. They need even basic cleaning and cavity repair, but these dentists won't accept them.
- It is a great program! Wish they would have it for adults. I have health problems and have to pay the bills out of my pocket and they are very expensive. I am still \$10,000 in debt.
- THANK YOU!
- I'm a working dad. If I get sick and can't work, we sink in doctor bills. Why not cover the provider also?
- Thank you for your help with insurance. It means so much to my daughter and me.
- I thank the Lord for having the opportunity to have this insurance. It has made my life so much easier.
- I think the program is great and has tremendously helped out my family.
- I think it's great that CHIP doesn't count your one car against you because it's hard to get ahead without one. CHIP is a wonderful program. I don't know what I'd do without it.
- We deeply appreciate CHIP for our two girls as the current health costs could easily deplete ones' assets quickly!
- I think CHIP is a wonderful program. Without it, I would have to choose between health insurance for my children or possibly not being able to afford rent.
- We're very happy this service is available. Thank you.
- CHIP is a very good program for low-income families like mine. My child is not eligible for Medicaid.
- Good job.
- Thank you!
- I would like to see more dentists that will accept BCBS for medical conditions. There is only

one in the state that I have found.

- You are the best program for families that need you. Thank you very much.
- Thank you so much for your services. I'm not sure what we would have done without your help!
- I took Ruthie to the eye clinic in Billings because she needs to wear special contact lens and thought CHIP was going to pay for it. I just got a bill so I guess I have to pay for it.
- Thank you!
- I wish CHIP could get more dental providers.
- CHIP is a lifesaver.
- Sorry for not having enough info. I'll get it to you soon.
- This insurance came in handy when we lost ours.

- Thank you for making health insurance available for my children.
- Having this insurance has given me peace of mind. One of my biggest fears is that my children will be denied health care because we don't have insurance and we cannot pay the bill in full when the services are rendered (which is what most medical facilities require).
- CHIP is great coverage, with eyes and dental benefits being very helpful.
- Thank you very much! My family and I really like CHIP.
- Please raise the income guidelines.
- Thank you.
- A couple of sections on the app could be a bit more specific. Section 6 was a bit

vague. I didn't know if you wanted me to put what I pay weekly, daily, etc. or the date paid. Also, for the employment section, my husband is on a monthly salary so the avg. hours and pay per hour doesn't apply. It should be a little more universal.

- Always very kind and helpful. Thanks. Especially Trudy!
- Thank you for providing such a wonderful program for those who need it. It is a blessing for our family.
- CHIP insurance has been a lifesaver for us.
- You're great.
- I really appreciate being able to take my son to the doctor when needed. It really eases my mind to know we can afford to.